

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

August 11, 2014
9:00 – 10:30 a.m.
550 S. Vermont Ave., 2nd Floor Conference Room
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair

Karen Lee, M.D./Carol Eisen, M.D., Co-Chairs

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:30	SA QIC Reports & Countywide Children's QIC Report	QIC Members
III	9:30 – 9:40	MHSIP Survey Provider Directory	V. Joshi
IV	9:40 – 9:55	SA QI Project Change of Provider Report & Contact List	N. Kasarabada
V	9:55 – 10:05	Clinical Quality Improvement ➤ OMD Report	C. Eisen/K. Lee
VI	10:05 – 10:15	Cultural Competency Updates	S. Chang Ptasinski
VII	10:15 – 10:20	PRO	M. Hernandez
VIII	10:20 – 10:30	Policy Update – Office of Compliance	R. Faveau
		Announcements:	

Next Meeting.
September 8, 2014
9:00 – 10:30 a.m.
550 S. Vermont Ave.
2nd Floor Conference Room
Los Angeles, CA 90020

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date:	August 11, 2014	
Place	550 S. Vermont Ave., 10 th Floor Conf. Rm.	Start Time:	9:00 a.m.	
Chair	Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.	
Co-Chair	Carol Eisen, M.D./Karen Lee, M.D.			
Members Present	Alyssa Bray; Alan Lert; Aprill Baker; Bertrand Levesque; Christina Maeder; Cindy Pham; Debra Mahoney; Debi Berzon-Leitelt; Elisabeth Gildemontes; Elizabeth Owens; Gassia Ekizian; Jessica Wilkins; Kanisha McReynolds; Karen Lee; Kimber Salvaggio; Lisa Harvey; Lupe Ayala; Maria Gonzalez; Martin Hernandez; Mary Ann O'Donnell; Michael Tredinnick; Michelle Munde; Michelle Rittel; Misty Aranoff; Monika Johnson; Naga Kasarabada; Pamela Inaba; Randy Faveau; Sandra Chang-Ptasinski; Theodore Cannady; Vandana Joshi; Yolanda Lewis			
Excused/Absent Members	Anahid Assatourian; Ann Lee; Barbara Paradise; Carol Eisen; Emilia Ramos; Kumar Menon; Leticia Ximenez; Mary Crosby; Marylouise Barrosniska;			
Agenda Item & Presenter	Discussion and Findings		Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.		Introductions were made.	N. Kasarabada
Review of Minutes	The July minutes were reviewed.		Minutes were reviewed and approved as noted.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
SA QIC's Reports & Countywide Children's QIC Report	SA 1: Dr. Joshi presented on provider directory & the Network of Care (NOC). Also Mr. Hernandez from PRO presented on documentation as well. Mr. Borkheim from Cultural Competency unit was present to provide any assistance regarding culture.	Next meeting: September 2, 2014.	D. Berzon-Leitelt
	SA 2 Children: Dark in July.	Next meeting: August 21, 2014.	M. Rittel
	SA 2: Dark in August. Helena Ditko presented last month.	Next meeting: September 18, 2014. Dr. Joshi will present at next meeting.	K. Salvaggio
	SA 3: EQRO recommendations were discussed with the SA QIC members.	Next meeting: August 20, 2014. It been confirmed that the minutes template will be used by chair/co-chair.	B. Levesque
	SA 4: Dark in August. Review and discussed updates provided at the last meeting. A Provider presented on the difference between QI/QA.	Next meeting: September 16, 2014. Dr. Joshi will present on Provider Directory.	A. Bray
	SA 5: EQRO draft report was reviewed and discussed. QIC members discussed the "No Show" issues and presented strategies to decrease no show rates.	Next meeting: September 30, 2014.	M. Johnson
	SA 6: Ms. Baker provided a brief demonstration on how to navigate the Provider Directory and the NOC website to their SA QIC members. EQRO recommendation was discussed as well. Members were also informed and presented with the updates on the SRTS.	Next meeting: August 28, 2014.	A. Baker

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
SA QIC's Reports & Countywide Children's QIC Report Continued	SA 7: Dark in August. Test calls are done and submitted to QI liaison.	Next meeting: September 9, 2014. Mr. Chang from National Senior Citizens Law Center is going to present on Coordinated Care Initiative Overview and Cal Medi-connect for dual eligible beneficiaries and the current changes that are significant to clients.	L. Ayala
	SA 8: Dark in August. Test Calls were done and submitted. EQRO report and expectations was discussed.	Next meeting: September 17, 2014.	M. Munde
Countywide Children's QIC	Ms. Mahoney and Ms. Harvey prepared and distributed the QI Questionnaire at the countywide meeting as a guide for talking points.	Next meeting: August 21, 2014. Ms. Hallman will present on Documentation Policy Changes. In November 20 th , Ms. Ditko will present on Family Engagement. Ms. Mahoney will send Ms. Gonzalez this questionnaire for distribution to SA QIC chairs and co-chairs.	D. Mahoney
MHSIP Survey Provider Directory	Dr. Joshi will present at the SA QIC's meeting on the Provider Directory. Dr. Joshi emphasized that there is Language/Culture button on the provider directory.	If you have a provider that is serving culture specific populations please send information to be posted.	V. Joshi
	The findings of the MHSIP survey 2013 were discussed.	Report will be posted once this is finalized.	V. Joshi
	A total of 11,244 surveys were returned for the August 2013 survey period with 32.0% (N=3,596) of surveys from adults, 3.8% (N=423) of surveys from Older Adults, 35.1% (N=3,943) of surveys from families of youth (YSS-F), and 29.2% (N=3,282) of surveys from youth (YSS).		

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
MHSIP Survey Provider Directory Contd.	<p>The highest rated subscale among YSS-F and YSS across the three survey periods from May 2009 to August 2013 was Perception of Quality and Appropriateness. The highest rated subscale among Adults and Older Adults across the three survey periods was Perception of General Satisfaction.</p> <p>The lowest rated subscale among all age groups and YSS-F across the three survey periods was Perception of Functioning and Perception of Outcomes.</p>		V. Joshi
SA QI Project Change of Provider Report & Contact List	<p>Dr. Kasarabada presented a brief summary of the preliminary findings of the pre-survey analysis for the Family Engagement SA QI Project. She noted that a majority of the respondents did rate high on the importance of family engagement & inclusion in the clients' treatment.</p> <p>Dr. Kasarabada provided a brief summary of the final EQRO report. Dr. Kasarabada will email the Change of Provider Request report to the SA's District Chiefs. Some providers continued to be out of compliance for the entire FY. She also highlighted the importance of separating QI & QA discussions in the minutes. QI policy will be revised to include a statement that all SA QIC meeting minutes will be formatted in the same format as the Departmental QIC minutes.</p> <p>Dr. Kasarabada reminded all SA QIC chairs to follow up on the test call surveys for their SA and return them to QID by August 29th.</p>	<p>Dr. Kasarabada stated that the final EQRO report will be posted on the PSBQI website. She recommended all SA QIC chairs to provide trainings and review handouts regarding difference between QI/QA. For any questions regarding the test calls surveys please contact Ms. Granston at (213) 251-6733.</p> <p>Dr. Joshi and Ms. Granston will create a form for SA QIC Chairs to update the provider contact information for change of provider logs to Patient Rights Office (PRO). This form will be uploaded on the share point site.</p>	N. Kasarabada

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Clinical Quality Improvement OMD Report	<p>1 The Duty To Warn Policy was sent to Compliance Program Unit (CPU) for review/signature. Revisions to <u>Parameters 2.5 Clients at Risk for Danger To Others</u> are posted on the DMH internet, Clinical Practice page.</p> <p>1. Safety Intelligence (SI), DMH new online event reporting system: A letter is being prepared for the Legal Entity Agency Directors with a request for the names of managers and designees in order to enter them as users. Contact agencies will report through a token system. More details will follow. Go live for directly operated providers is October. Contract agencies will follow.</p> <p>2. Psychiatrist Peer-Review- Preliminary data for the determination of the presence of a BMI in clients ordered a antipsychotic medication showed that BMI data was present in 34% of the cases reviewed.</p> <p>The Outpatient Medication Reviews (OMRs) contained all current medication in 74 percent of the cases and 72% of the OMRs were dated in the past 12 months, a 10% and 7% increase respectively from the prior review. Follow-up includes the provision of necessary equipment and systems to measure and record BMI in IBHIS.</p>		M. O'Donnell

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Respectfully Submitted,

Naga Kasarabada, Ph.D.